

**RULES OF USE
VALLPARADIS HOSTEL**

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1. Scope of Application

This document explains the basic rules for using the spaces and living together at Alberg Vallparadís, the municipal youth hostel of Terrassa (hereafter, the HOSTEL). The goal is to make sure all guests understand how the hostel works so everyone can enjoy their stay and take part and developed the authorized activities.

Everyone staying at the hostel or taking part in any authorized activity must follow these rules.

These rules apply and must be obeyed for the entire duration of your stay or booking of any hostel space. They cover all areas and facilities of the hostel, whether they are used permanently or temporarily, and all the authorized areas used by the hostel in their activities.

2. Users

The following are considered hostel users:

- Individual guests
- Groups
- Associations
- Companies
- School groups

And, generally, any organization or group that has made a reservation and received confirmation and authorization for the selected dates and spaces.

3. Hostel Hours

The opening hours for **hostelling** are:

- Tuesday to Sunday all year round, except August, when the hostel is closed for the holidays.
- Sunday afternoons and Mondays: Closed.

Check-in hours are:

- Tuesday to Saturday, from 3:00 pm to 6:00 pm

Check-out hours are:

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- On the day shown in your reservation, before 11:00 am
- Sundays are mandatory check-out days, as the hostel closes.

Hostel Reception and Phone Service Hours

Hours **on-site and phone assistance** hours are:

- Monday to Friday, from 10:00 to 13:00 and from 15:00 to 19:00

Dining room service hours are:

- Breakfast: 8:00 – 9:30
- Lunch: 12:30 – 14:00
- Dinner: 19:00 – 20:30

Your stay at the Hostel starts at 3:00 pm on your arrival day and ends at 11:00 am on your departure day.

If you leave your room after 11:00 am on the day of departure, an extra night will be charged, without the right to stay or use the facilities for that day

Use of Common Areas

You can use the common areas freely from 10:00 am to 9:00 pm. After this time, silence must be respected both in common areas as well as in the bedrooms, so that everyone can rest properly. (Common areas include the dining room and the lounge on the first floor.)

From 9:00 pm onwards, please keep your voice down and help maintain a quiet atmosphere throughout the Hostel.

4. Rates

You can always check the updated rates on our website: www.albergvallparadis.cat, where all the necessary information will be updated for the correct information on the prices applicable at the time of making the reservations.

All rates include VAT.

Alberg Vallparadís is part of the Xanascat Network of Social Hostels of Catalonia (XANASCAT). Guests with a hostel card can enjoy different discounts depending on age and group size.

Xanascat Rate System

- Adult Rate: 30 years old or older
- Youth Rate: 29 years old or younger
- Group Rate: for groups of 10 people or more with a group card. This rate cannot be combined with any other promotion unless specifically stated.

Children (13 years old or younger)

- Ages 0 to 3: Free accommodation and breakfast, plus 50% off all other meals.
- Ages 4 to 6: 50% off accommodation and all meals, breakfast included.
- Ages 7 to 13: 25% off accommodation and all meals, breakfast included.

Young People (29 years old or younger)

If you have Carnet Jove, (special discount card for young people) you get 10% off accommodation and meals at any Xanascat hostel.

Children's and Youth Organizations (10+ people with a group card)

Youth and children's groups registered with the Catalan Youth Department enjoy 15% off any service requested.

Groups (15 people or more)

The group rate applies when there are 10 or more people, and a single invoice is issued. No member of the group can apply for a different promotion or rate than the rest, except in the case of children aged 13 or younger. In that case, they can apply for their discount if the group of adults is 15 or more.

Each group member must have an individual or family hostel card.

Group promotion spots are limited. XANASCAT may modify or remove any promotion or discount without prior notice.

The group rate cannot be combined with other discounts unless explicitly stated.

Prices and discounts related to the XANASCAT hostel card will always follow the official updates published by XANASCAT through their usual communication channels.

Conference Room – Alberg Vallparadís

Use of the Conference Room, which requires prior request and authorization, involves paying the fee established in its specific Use Regulations, available on our website: www.albergvallparadis.cat

All mentioned prices include current VAT.

5. Availability and Reservations

If you need information or want to ask anything about the Hostel or how to make your booking, you can contact us through:

- Email: info@albergvallparadis.cat
- Website: www.albergvallparadis.cat
- In person or by phone, during our customer attention service hours.

Once you have all the information you need, you **must formalize your reservation** by following these steps:

1/ First, fill in the online form compulsory, making sure to complete all required fields so we can prepare your budget for the stay.

In the “comments” section, we recommend adding anything we should consider to make your stay comfortable (special menus, mobility needs, etc.).

If you have any issues filling out the form, email us at info@albergvallparadis.cat so we can help you.

2/ You will then receive an email with a personalized budget based on your request.

3/ Once you confirm the budget, you will receive an email to pay the deposit (50% of the total) through our secure payment system.

4/ The reservation is officially confirmed once we verify that the deposit has been paid.

5/ Finally, you will pay the remaining amount at check-in on the day of arrival.

To help us manage everything properly, reservations must be made:

- At least 5 days in advance for individual bookings (fewer than 10 people)

- At least 10 days in advance for group bookings (10 or more people)

Exceptions on this anticipation requirement may be made in special situations that don't allow for advance planning, if they align with the nature of a youth and tourist hostel and are previously agreed with associations or organizations that require it. Each case will be reviewed individually.

If we need to clarify any details to ensure your stay goes smoothly, we'll contact you directly.

In case two or more bookings are requested on the same dates, and we have limited beds available, the reservation that pays the deposit first will be the one confirmed.

6. Guest Registration

Current legal regulations require all accommodation establishments to report their guests to the police for public safety reasons.

This means every guest staying in the hostel must be registered immediately, and never later than 24 hours after checking in.

Accepting the hostel's terms during the reservation process includes accepting this legal obligation.

For individual bookings, we will collect the necessary information at check-in.

For group bookings, the hostel will send a guest registration form in advance, which must be completed for every person in the group before arrival. Group leaders are responsible for coordinating and submitting the completed document with all members of the group.

If the required information is not provided, we cannot register the guest(s), and therefore entry to the hostel cannot be allowed.

7. Reservation Cancellations

Guests who made individual bookings can cancel all or part of their reservation and receive a refund of the deposit if they cancel at least 5 business days before the arrival date. (Business days are considered the hostel's opening days.)



If the cancellation is made before this period, the entire amount paid for the reservation confirmation will be refunded, corresponding to 50% of the total price of the stay. If the cancellation is made within the previous 5 business days, the price paid for the reservation confirmation will not be refunded. If the cancellation is made on the same day as the start of the stay, there will be an obligation to pay the entire stay.

Users who make group reservations may cancel their reservations with a refund of the amounts paid as an advance up to 10 business days prior to the start date of the stay and the amount paid as a reservation confirmation will be refunded. In case of group cancellations made within 10 business days prior to the start date of the stay, the price paid in the reservation confirmation will not be refunded. If the cancellation is made on the same day as the start date of the stay, there will be an obligation to pay the entire stay.

To cancel a reservation with a deposit, you must compulsory notify us by email at info@albergvallparadis.cat. If no email is received notifying us, the cancellation, no refund will be made for deposits or confirmation payments, even if they would normally be refundable.

For reservations requesting exclusive use of all facilities (beds and spaces) or occupying all the beds in the hostel, half of the deposit paid (25% of the total reservation) is non-refundable, as a confirmation of exclusivity.

Reservations made through the Xanascat site or other online booking platforms will follow the cancellation conditions specified by those operators.

8. Check-in and Check-out

On your arrival day (Tuesday to Saturday, 3:00–6:00 pm), please go to the reception staff and complete the following steps:

- Notify your arrival
- Show ID for all guests (if not provided in advance) for the Guest Registration
- Sign the room key delivery document and the acceptance hostel rules document, and the rest of the documentation, if necessary.
- For groups, a group leader must be designated for ongoing communication, with their name and contact number provided.

At check-in, you will receive a programmable key to access your assigned room and freely move around the hostel during your stay. Staff will explain how to use the key.



Check-in and check-out must be done through the reception desk during opening hours. No other entrance may be used unless explicitly indicated by hostel staff or in case of emergency evacuation.

Reception is the main point of contact between guests and hostel staff.

On your departure day, rooms must be vacated and keys returned to reception before 11:00 am.

Guests must leave the rooms and use spaces in the same condition as on arrival. Staff will inspect rooms and facilities to verify proper use.

In the programmed room keys are not returned, a charge will be added to the bill for the missing key(s).

9. Common Areas / Rules of Use and Conduct

As a general guideline, all guests must behave respectfully and responsibly towards staff, the facilities, and other users, following all rules in this regulation.

Specifically:

- Follow all instructions given by hostel staff.
- Ensure fair use of common areas. If sharing spaces, self-manage time is spent to allow others to use them.
- Eating and drinking are only allowed in the dining room. Eating or drinking is not allowed in any of the other areas of the facilities.
- Cooking inside rooms is prohibited, as well as using any equipment not intended for the rooms (which are for resting and sleeping).
- Guests cannot access the kitchen. Only staff and authorized personnel may enter.
- Respect meal times; the dining room may not be used for other purposes during these times.
- No smoking anywhere in the hostel, indoors, or outdoors.
- No running, loud noise, or disruptive behavior. All spaces are shared.
- No painting, drawing, or marking any surfaces.
- No drugs or illegal substances are allowed anywhere on the premises. Any violation will be reported to authorities, and the persons involved may be expelled.
- Minors are not allowed to possess or consume alcoholic beverages.
- Do not open windows or sit on window frames without staff permission.

- Ensure entrance doors are properly closed at night, especially 9:00 pm to 8:00 am, for everyone's safety.
- In the interest of responsible recycling, users must separate waste according to its type in the corresponding container located in the different spaces of the Hostel.
- Use toilets appropriately, following posted instructions and staff guidance.
- Respect the condition of the facilities (building, rooms, common areas, beds, lockers, toilets). Damage may result in charges to cover repairs.
- Keep all spaces clean and hygienic, particularly bathrooms and rooms.
- Access to the areas and facilities of the Hostel that are for the exclusive use of the responsible staff or service collaborators is prohibited without authorization, and these areas are marked with appropriate informational signs.
- No pets are allowed, except guide dogs.
- Visitors are not allowed during stays at the hostel, except those that are duly notified and authorized by those responsible for the service. Failure to comply with this rule may result in the person who has accessed the facilities without a reservation or authorization being required to pay for their stay and, as the case may be, being reported to the corresponding authorities.
- A complaint form is available at reception for guest use.
- Staff will not administer medication or provide medical care. Any medical needs are the responsibility of guests, parents/guardians, or group leaders.

10. Overnight Stay

Accommodation at the Hostel is in shared rooms.

Hostel staff will assign guests to rooms in the way that best suits the reservations and available spaces.

Guests who request it may use a room exclusively, ensuring that remaining beds are not occupied, by paying the extra bed supplement according to the current rate. This option depends on availability and other confirmed reservations.

Specific rules for room use:

- Each guest has a locker, drawer, or cupboard in their assigned room. Vallparadís Hostel is not responsible for any loss of personal belongings inside the rooms.
- Pillowcases, sheets, and bedcovers provided must be used.
- Guests must help maintain cleanliness and hygiene in shared rooms and respect the experience that all guests expect.

The use of the Conference Room is covered in its specific rules, available to all guests with prior reservation and confirmation.

11. Cleaning

Hostel staff take care of daily deep cleaning of bathrooms and common areas, following the approved Cleaning Plan and health regulations.

Staff also perform daily maintenance cleaning of rooms, whether occupied or empty. Guests will be notified so they can store their belongings properly. Cleaning cannot be performed without the cooperation of guests.

For longer stays than six days, linen changes will be made as needed.

Guests are asked to help maintain cleanliness by using spaces responsibly, disposing of waste correctly, and separating recyclables.

Cleaning for activities without overnight stay is included in the price for space use.

Regarding the cleaning, if rules are not followed and a thorough cleaning is required, an additional cleaning fee may be added to the final bill.

12. Services Included in the Reservation Price

- Overnight stay
- Programmable key for hostel and room access
- Bedding (sheets, pillowcases, duvets)
- Common areas (dining room, lounge)
- Rooms adapted for people with reduced mobility
- Lockers (without padlock)
- Cleaning
- Reception / customer service
- Special menus for allergies, intolerances, or other needs (upon request)
- Children's / school menus (upon request)
- Sports menus (upon request)
- Microwave
- Fridge

- Kettle
- Toaster
- Toilets / showers
- Toilets / showers adapted for reduced mobility
- Highchairs and child furniture
- Reading area
- Free Wi-Fi
- Hostel card information point
- Tourist information point

13. Services Not Included in the Reservation Price

- Towel rental
- Locker padlocks rental
- Vegetarian / vegan menu supplement
- Sports menu supplement
- Extra drinks or meals not included in the reservation
- Extra bed supplement
- Conference Room rental
- Meals without overnight stay
- Coffee break service

14. Internet / Wi-Fi Service

Vallparadís Hostel has Wi-Fi coverage throughout the building.

Information about access is displayed in posters in common areas.

Wi-Fi is available during hostel opening hours and is strictly for use by guests, collaborators, and staff.

Guests must use their devices (laptop, smartphone, PDA, etc.) and the Wi-Fi legally and responsibly, avoiding any illegal or prohibited activity.

Guests are responsible for ensuring they have the necessary hardware, software, and browser to use the service correctly.

15. Breaches of Conduct Rules

A breach of conduct is any act or omission that violates, hinders, or disrupts normal hostel activities or the rules of coexistence.

Examples of breaches:

- Not following internal rules or instructions for using facilities
- Disrespectful and/or uncivil treatment towards other users, staff of the hostel, or towards any other person present in the facilities or nearby areas of the hostel or participating in any of the activities organized within it.
- Aggressive (verbal or physical), offensive or reckless behavior towards people or any element that is part of the hostel facilities.
- Other behaviors constitute a serious or repeated minor violation of the rules contained in this Regulation.

Staff will warn anyone causing such behavior. If the behavior continues, the person(s) may be expelled, and authorities may be notified.

Likewise, if the person responsible for the offense, even after having stopped its commission, has caused material damage to any part of the Hostel, they will be required to reimburse the value corresponding to the damage caused.

16. Shared Sustainability Commitment

To support the Hostel's commitment to environmental care and sustainability, guests are asked to follow these guidelines as much as possible:

- Use trash bins and recycling containers throughout the hostel
- Promote energy saving by turning off lights when not needed and prioritizing natural light
- Save water by using only what is necessary

17. Activities Organized by Vallparadís Hostel

Vallparadís Hostel, as part of its Activity Plan, may organize cultural, social, artistic, sports, or other enriching activities for guests and the citizens of Terrassa. The hostel may also host events organized by other groups or entities within its facilities.

During these activities, the rights and comfort of hostel guests will always be respected. Common areas should be used considerately, considering the hostel's schedule and the main activity in progress.

All organized or hosted activities will be properly communicated and publicized, including prices and conditions for participation when applicable.

18. Safety and Responsibility

Vallparadís Hostel has insurance policies as required by law for situations covered by these policies.

However, the hostel is not responsible for theft, loss, or damage to personal belongings within the premises. Guests are especially advised that the hostel is not liable for lost personal items.

The hostel staff will keep lost items found during the supervision and cleaning of the facilities in an appropriate space, as well as items found and reported by other users. The owners of the items can claim them from the hostel staff. If the items are not claimed within a period of 2 months from the day of departure, they may be allocated to charitable and social causes, in coordination with local organizations that may need them to help people in situations of vulnerability or need.

The hostel is not responsible for accidents caused by improper use of facilities or services, or by behaviors that do not follow this regulation.

Guests remain personally responsible for their actions toward third parties. For minors, teachers, monitors, or legal guardians are responsible for their conduct during their stay and use of the hostel and surrounding areas.

Guests should use facilities and services according to their physical abilities. In the case of minors, their supervisors must ensure that usage is safe and appropriate.

Guests are responsible for any damage caused to furniture, equipment, facilities, or the building, and must cover repair or replacement costs. The hostel staff will assess damage during or after the stay and issue a corresponding invoice.

The hostel is not responsible for the loss of personal belongings during the stay.

Group leaders assume full legal and financial responsibility for the behavior of the group and its members.

19. Right of Admission

The hostel reserves the right of admission and may expel anyone who does not respect the rights of other guests, staff, or collaborators.

People who do not follow the rules or show disrespect toward the facilities may also be expelled.

In case of expulsion, the hostel will not refund any payments made by the expelled individuals during their stay.

20. Data Protection

With the express consent of users, personal data will be included in an automated file managed by Vallparadís Hostel solely for informing them about activities, services, or special offers. The hostel guarantees that this data is confidential and used exclusively for this purpose. Users can, at any time, access, correct, object, or delete their data by sending an email to info@albergvallparadis.cat.

21. Tourist Stay Tax

According to Law 5/2017 (March 28) and Decree 141/2017 (September 19), all people 17 years or older staying overnight at the hostel, or using its spaces without overnight stay, must pay the Tourist Stay Tax at the current rates.

Exempt individuals or entities must provide documentation to justify the exemption.

The tax amount is the rate in effect at the time of the stay. If the tax rate changes during the reservation period, the accepted budget may be adjusted. This tax is external to the hostel, and its rates are set by public agencies outside the hostel control